CASE STUDY:
VISION ID

unitec
Accessible Expertise

ABOUT THE CLIENT

Headquartered in Clonmel, Co. Tipperary, VisionID is one of Ireland's largest mobile solutions and data capturing companies, providing operational efficiencies across sectors such as manufacturing, healthcare, pharma, and logistics - among others. Providing a bridge between customers' physical and digital operations, the "real-time" nature of VisionID's solutions serves up immediate data for analysis and empowers their customers to take actions which are based on intelligent business decisions.

Celebrating 20 years in business in 2020 and supporting customers such as Boston Scientific, Dell, EMC and Kerry Group, it's imperative that the business's IT systems function seamlessly so that their team can continue to deliver excellence.

THE CHALLENGE

While management of IT operations in-house was possible, it was time-consuming and expensive. The variable costs associated with staffing and supporting an internal IT department can be prohibitive - overburdened staff can't always keep on top of the rapidly changing IT landscape. As experts in their field, VisionID knew that they wanted to continue to focus on their own core business functions without the continuous responsibility and worry regarding the state of play of their IT systems and processes.

TO CONTINUED SUCCESS

In helping our clients with their IT support needs, Unitec's goal is to build a true partnership. With a firm plan in place and 24/7 access to our expertise via our helpdesk, clients rest easy knowing they are always up to date and that we are working pro-actively on their behalf. Our clients leverage our expertise in IT services, providing peace of mind and allowing them to concentrate on their core business functions.

THE SOLUTION

Consultation between our experienced and certified account manager and VisionID's team allowed us to identify the exact needs and requirements of the client. Having thoroughly reviewed operations, Unitec's **Advantage Plus** package of monthly managed services was recommended.

Some of the services included in the Advantage Plus package which were of particular interest to VisionID are:

24/7 MONITORING OF ALL DEVICES ON THE NETWORK	GDPR COMPLIANCE (TECHNICAL)
SOFTWARE CRITICAL PATCH MANAGEMENT	MANAGED SECURITY
MANAGED BACK-UP	24/7 HELPDESK

Acting as the Managed IT Service Provider, Unitec takes care of everything from server and desktop setup to general day-to-day staff IT issues, and from back-ups and security to encryption and business continuity.

"In making the conscious choice to take the MSP route and engage with Unitec, we have freed ourselves up to focus on our own technologies. What this means for VisionID is peace of mind - with 24/7 access to Unitec's expertise, we have confidence that we're always up to date and issues are handled quickly."
- Denis Conway, General Manager

GET IN TOUCH

Phone: 0818 222 132 / Email: info@unitec.ie / Web: www.unitec.ie
Headquarters: Carrigeen Industrial Estate, Clonmel, Co. Tipperary

unitecitsolutions   unitec-it-solutions